

IN THE CLAIMS

For the convenience of the Examiner, all pending claims of the Application are reproduced below.

1. (Currently amended) A method for providing telecommunication service comprising:

receiving an incoming call request;
generating, with a first agent, a processing event, in response to the incoming call request;
transmitting the processing event from the first agent to an operating space;
notifying a second agent ~~an agent~~ that the processing event is stored in the operating space;
retrieving the processing event from the operating space with the second agent;
identifying a rule set with the second agent, wherein the rule set is associated with the processing event, and wherein the rule set comprises one or more rules;
identifying a communication device based on the one or more rules;
generating a processed event that indicates the identified communication device;
transmitting the processed event to the operating space;
retrieving the processed event from the operating space with at least one of the first agent and a third agent; and
forwarding the incoming call request to the identified communication device ~~based on the one or more rules~~.

2. (Original) The method of Claim 1, wherein the event comprises an event type and wherein notifying an agent comprises notifying an agent associated with the event type.

3. (Original) The method of Claim 1, wherein the incoming call request identifies a user and wherein identifying a rule set comprises identifying a rule set associated with the user identified by the incoming call request.

4. (Original) The method of Claim 1, wherein the rule set comprises a first hierarchical subset, comprising one or more rules, and a second hierarchical subset, comprising one or more rules, and wherein forwarding the incoming call request comprises forwarding the incoming call request based on the rules in the first hierarchical subset and based on any of the rules in the second hierarchical subset that do not contradict rules in the first hierarchical subset.

5. (Original) The method of Claim 1, wherein the operating space comprises a Javaspacespace.

6. (Original) The method of Claim 1, wherein forwarding the incoming call request comprises:

deciding to route the incoming call request to a voicemail account based on the rule set;

generating a voicemail event;

placing the voicemail event in the operating space;

notifying a voicemail agent that the voicemail event has been placed in the operating space; and

forwarding the incoming call request to a voicemail system with the voicemail agent.

7. (Original) The method of Claim 1, wherein forwarding the incoming call request comprises:

transmitting a ring signal to a communication device;

generating a voicemail event, if an offhook signal is not received within a predetermined time;

placing the voicemail event in the operating space;

notifying a voicemail agent that the voicemail event has been placed in the operating space; and

forwarding the incoming call request to a voicemail system with the voicemail agent.

8. (Currently amended) A system for providing telecommunication service comprising:

a double agent, operable to generate a processing event from an incoming call request and store the event in an operating space, and further operable to retrieve a processed event from the operating space and forward the incoming call request based on the processed event;

an operating space, operable to store the processing event and operable to store the processed ~~processing~~ event;

a plurality of rule sets, wherein each rule set comprises one or more rules for processing the incoming call request; and

a processing agent operable to:

retrieve the processing event from the operating space;

identify a rule set associated with the processing event;

generate a processed event based on the identified rule set; and

store the processed event in the operating space.

9. (Original) The system of Claim 8, wherein the processing event comprises an event type and wherein the operating space is further operable to notify processing agents associated with the event type that the double agent stored the processing event in the operating space.

10. (Original) The system of Claim 8, wherein the incoming call request identifies a user and wherein the processing agent is further operable to identify a rule set based on the identified user.

11. (Original) The system of Claim 8, wherein the one or more rules comprises a first hierarchical subset, comprising one or more rules, and a second hierarchical subset, comprising one or more rules, and wherein the processing agent is further operable to generate a processed event based on the first hierarchical subset and based on any of the rules in the second hierarchical subset that do not contradict rules in the first hierarchical subset.

12. (Original) The system of Claim 8, wherein identifying an available operating space comprises a Javaspacespace.

13. (Original) The system of Claim 8, further comprising a voicemail agent, and wherein the double agent is further operable to forward the incoming call request by:
sending a ring signal to a communication device;
waiting a predetermined period of time after sending the ring service request;
placing a voicemail event in the operating space;
notifying a voicemail agent of that the voicemail event has been placed in the operating space;
forwarding the incoming call request to a voicemail system.

14. (Original) The system of Claim 8, further comprising a voicemail agent, and wherein the double agent is further operable to forward the incoming call request by:
determining based on the rule set that the incoming call request should be routed to a voicemail account ;
generating a voicemail event;
placing the voicemail event in the operating space;
notifying a voicemail agent that the voicemail event has been placed in the operating space; and
forwarding the incoming call request to a voicemail system with the voicemail agent.

15. (Currently amended) A computer program stored on a computer readable medium, the computer program operable to:

receive an incoming call request;
generate, with a first agent, a processing event, in response to the incoming call request;

transmit the processing event from the first agent to an operating space;
notify a second agent ~~an agent~~ that the processing event is stored in the operating space;

retrieve the processing event from the operating space with the second agent;
identify a rule set with the second agent, wherein the rule set is associated with the processing event, and wherein the rule set comprises one or more rules;

identify a communication device based on the one or more rules;
generate a processed event that indicates the identified communication device;
transmit the processed event to the operating space;
retrieve the processed event from the operating space with at least one of the first agent and a third agent; and

forward the incoming call request to the identified communication device ~~based on the one or more rules~~.

16. (Original) The computer program of Claim 15, wherein the processing event comprises an event type and wherein the computer program is further operable to notify an agent by notifying an agent associated with the event type.

17. (Original) The computer program of Claim 15, wherein the incoming call request identifies a user and wherein the computer program is further operable to identify a rule set by identifying a rule set associated with the user identified by the incoming call request.

18. (Original) The computer program of Claim 15, wherein the rule set comprises a first hierarchical subset, comprising one or more rules, and a second hierarchical subset, comprising one or more rules, and wherein the computer program is further operable to forward the incoming call request by forwarding the incoming call request based on the rules in the first hierarchical subset and based on any of the rules in the second hierarchical subset that do not contradict rules in the first hierarchical subset.

19. (Original) The computer program of Claim 15, wherein the operating space comprises a Javaspacespace.

20. (Original) The computer program of Claim 15, wherein the computer program is further operable to forward the incoming call request by:

deciding to route the incoming call request to a voicemail account based on the rule set;

generating a voicemail event;

placing the voicemail event in the operating space;

notifying a voicemail agent that the voicemail event has been placed in the operating space; and

forwarding the incoming call request to a voicemail system with the voicemail agent.

21. (Original) The computer program of Claim 15, wherein the computer program is operable to forward the incoming call request by:

transmitting a ring signal to a communication device;

generating a voicemail event, if an offhook signal is not received within a predetermined time;

placing the voicemail event in the operating space;

notifying a voicemail agent that the voicemail event has been placed in the operating space; and

forwarding the incoming call request to a voicemail system with the voicemail agent.

22. (Currently amended) A system for providing telecommunication service comprising:

means for receiving an incoming call request;

means for generating, with a first agent, a processing event, in response to the incoming call request;

means for transmitting the processing event from the first agent to an operating space;

means for notifying a second agent ~~an agent~~ that the processing event is stored in the operating space;

means for retrieving the processing event from the operating space with the agent;

means for identifying a rule set with the second agent, wherein the rule set is associated with the processing event, and wherein the rule set comprises one or more rules;

means for identifying a communication device based on the one or more rules;

means for generating a processed event that indicates the identified communication device;

means for transmitting the processed event to the operating space;

means for retrieving the processed event from the operating space with at least one of the first agent and a third agent; and

means for forwarding the incoming call request to the identified communication device ~~based on the one or more rules~~.